

**In addition**, you will only qualify for support if you do not have any available income or capital that could be used to meet some or all of the support you need.

## What support will I get?

**If you qualify for support, the Council will be able to provide you with:**

- Beds and bedding
- Chairs, sofas, tables and wardrobes
- White goods
- Kitchen utensils

Award values will be at the discretion of the Council but will be based on standard prices for items required including the cost of delivery and installation (where appropriate).

## Can I get cash payments?

The Council will not make cash payments, or payments into your bank account under any circumstances.

## How do I apply for help?

To apply for Community Care Support, you need to complete an on-line form, which can be found on the Middlesbrough Council website.

If you do not have access to the internet, you can get someone else, such as support worker to apply on your behalf.

## What if I disagree with a decision?

If you disagree with our decision you can ask for a review. You must be able to demonstrate that there has been a factual error made when the Council has made the decision or you have new evidence which was not provided with the original application. Any requests for a review must be made in writing to the Council within one calendar month of the written Community Support Scheme decision being issued to the applicant.

When a request is made, the decision will be reviewed and you will be informed by post within 5 working days of the review request being received. This will let you know whether the decision will be amended, and if so, details of the award. You will also be given further details of how to appeal, should you disagree with the review decision.

# Community Support Scheme



## Community Support Scheme

The Community Support Scheme is a discretionary scheme operated by the Council to provide Crisis Support for people in immediate need, and Community Care Support to help people remain in the community or move back into the community after a period in supported accommodation.

## Crisis Support

### Who can apply?

To receive Crisis Support, you must be a resident of Middlesbrough local authority and due to a crisis there is a severe risk to your health and safety or that of an immediate family member which cannot be met from another source.

A crisis is an event of great or sudden misfortune such as major flooding, gas explosion or a house fire. A crisis could also cover having no financial funds to meet essential daily living expenses.

In addition, you will only get support if you do not have immediate access to any other form of financial assistance

### What support will I get?

If you qualify for support, the Council will be able to provide you with:

- A referral to a local food bank.
- Vouchers for baby milk and nappies
- Vouchers for essential clothing
- Pre-payment cards for heating
- Arrangement of a taxi for essential travel within the Tees Valley area e.g. to a hospital or funeral
- Applicants will receive a maximum of two awards in any one financial year

### Can I get cash payments?

The Council will not make cash payments, or payments into your bank account under any circumstances.

### How do I apply for help?

To apply for Crisis Support, call **0808 1789278** or you can get someone else, such as a support worker to call on your behalf. Telephone lines are open Monday to Friday 9.00am to 4.00pm except Wednesday 12.30pm to 4.00pm

## Community Care Support

### Who can apply?

To qualify for Community Care Support, you must be resident or be moving into an address within Middlesbrough local authority.

**You should be in receipt of one of the following benefits:**

- Income Support
- Income Based Jobseekers Allowance
- Income Related Employment Support Allowance
- Any type of Pension Credit

**One of the following must also apply:**

- You require support to move back into the community after a stay in supported or temporary accommodation.
- You require support to remain in your home, preventing a move into residential care or hospital, or prevent a serious deterioration of health within your home.